



**STATE OF NEW JERSEY**

***Board of Public Utilities  
Two Gateway Center  
Newark, NJ 07102  
www.bpu.state.nj.us***

**CABLE TELEVISION**

IN THE MATTER OF A REQUEST BY )  
COMCAST CABLEVISION OF AVALON, LLC )  
FOR PERMISSION TO CLOSE AND )  
RELOCATE A CUSTOMER SERVICE )  
OFFICE IN THE BOROUGH OF AVALON )

ORDER OF APPROVAL

BPU DOCKET NO. CO02010013

(SERVICE LIST ATTACHED)

BY THE BOARD:

This matter considers a request by Comcast Cablevision of Avalon, LLC, a cable company holding Certificates of Approval and conducting cable television business in the State of New Jersey, with its principal office at 2761 Dune Drive, Avalon, NJ 08202, to close and relocate its customer service office at this address, in the Borough of Avalon, County of Cape May to a new location at 3246 Dune Drive, also in the Borough of Avalon, County of Cape May.

By way of background, on January 4, 2002, Comcast filed a verified petition, pursuant to N.J.A.C. 14:18-5.1, seeking Board approval of the proposed office closing and relocation. Petitioner asserts that the relocation is desirable in order to provide greater convenience to its subscribers.

During the course of the Board's review of the petition, Staff was informed by Petitioner that its lease at the present location would be expiring at the end of March 2002, requiring it to relocate to the new office.

The Petitioner asserts that the relocation is desirable since the new location will afford improved conditions to the customers of Comcast, including more parking spaces and an enlarged public area. Petitioner further asserts that the new office is located about four blocks (about .6 miles) away from the current office, and that there will be no change in the days or hours of operation between its present and new office locations.

Petitioner indicates that no jobs will be eliminated or added as a result of the proposed office relocation. However, Petitioner's plan included the relocation of certain customer assistance job functions to a regional call center approximately 50 miles away and the transfer of all technical functions to main facility approximately 16 miles from their current office.

At the present customer service location, Petitioner formerly employed four staff persons, consisting of two cashiers to assist walk-in customers, and two customer service representatives to field calls from customers in the area. One cashier resigned to accept another local area position.

Under Petitioner's plan, the remaining cashier will be transferred to the new customer service office. Calls previously handled at the local office, have been transferred to the regional call center in Voorhees, New Jersey, approximately 50 miles away. The 4 technical personnel (2 technicians and 2 installers), that previously reported to the current location for their daily work assignments, have also been relocated to Comcast's Rio Grande technical facility, approximately 16 miles away. Petitioner has further represented that the new office will also be staffed with a full-time cashier on a seasonal basis, as was the case in the present office location.

In addition, the new location offers improved conditions to the customers of Comcast, including additional available parking space and an enlarged public area.

Petitioner posted notice of the proposed office closing and relocation, as required by N.J.A.C. 14:18-5.1, at its office at 2761 Dune Drive in Avalon. Notice was also published on April 1, 2002 in the "The Press" of Atlantic City, a newspaper of general circulation in the Petitioner's service area. However, such notices failed to include a toll free number as required by N.J.A.C. 14:18-5.1(d).

Staff advises that no objections from either the affected municipalities or the customers served by the office in question have been filed arising from Petitioner's notice.

In the absence of filed objections to the proposed relocation, the Board notes that in other recent petitions involving a similar notice defect, Petitioners have not always been required to re-notice for a failure to post a local company number in their notice. Such notices generally direct all interested parties to file written comments with the Board within a thirty (30) day timeframe, and are intended to take the place of public hearings. Therefore, the posting of a local company number could potentially confuse subscribers and lead them to believe that a call to the company was sufficient to voice their objection to the petition, when verbal or written comments to the Board are more appropriate for that purpose. Accordingly, as part of its recommendation, Staff indicated its support for the granting of a waiver for the deficient notice.

Following review of the petition and supplemental information provided pursuant to Staff discovery, Staff advises that Petitioner satisfies all requirements of N.J.A.C. 14:18-5.1(c).

The proposed office closing and relocation conforms with all existing franchise commitments and obligations in the Certificates of Approval and municipal consent agreements for the municipalities served by the current office.

The Board, having reviewed the petition and considered the supporting documentation as well as the absence of objections to the closing and relocation, FINDS that the proposed change will not adversely affect the subscribers in the system.

Accordingly, after consideration of this matter, the Board HEREBY APPROVES the Petitioner's request and grants a waiver of the requirements of N.J.A.C. 14:18-5.1(d).

DATED: June 5, 2002

BOARD OF PUBLIC UTILITIES  
BY:

(signed)

JEANNE M. FOX  
PRESIDENT

(signed)

FREDERICK F. BUTLER  
COMMISSIONER

(signed)

CAROL J. MURPHY  
COMMISSIONER

(signed)

CONNIE O. HUGHES  
COMMISSIONER

ATTEST:

(signed)

KRISTI IZZO  
SECRETARY

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SERVICE OFFICE IN THE BOROUGH OF AVALON**

**Docket No. CO02010013**

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